

PATIENT ROUNDING

Rapid Improvement Resource

WHY IS PATIENT ROUNDING SO IMPORTANT?

Patient Rounding is a practice and a process, designed to connect leaders and patients and giving patients confidence in the organization, the team, its leadership, and quality of care.

Why? To validate staff performance and provide a mechanism for following up on recognition or coaching, we must understand our patient's experience through their eyes.

How? A purposeful, scheduled round by a departmental leader with patients and families that establishes trust and allows the patient/family to share meaningful information we can use for building our staff's service excellence.

What? A three-phased practice that includes Plan, Execute, and Reflect

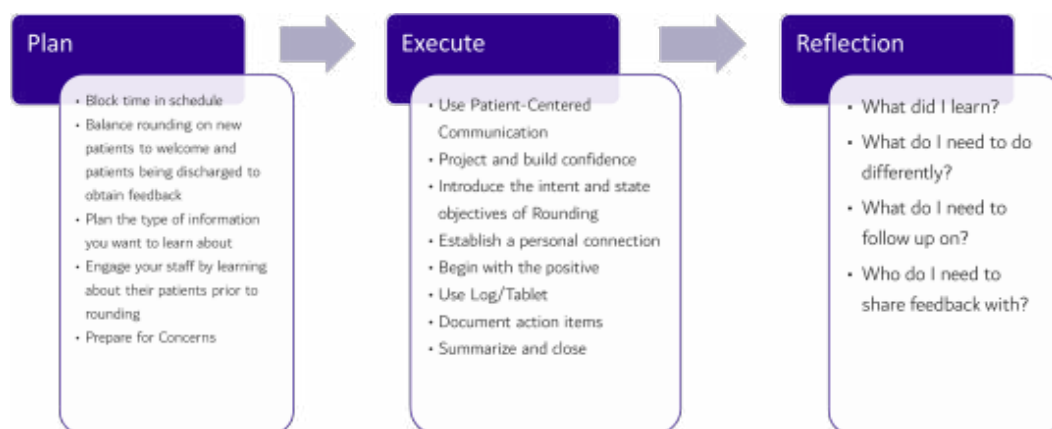
FRAMEWORK FOR EXCELLENCE

- Intent is clearly stated and conveys trust
- Rounds based on staff assignment
- Inquiry based on Key Drivers and action plan to improve experience
- Goal is managing expectations and managing up
- Listen and confirm consistency
- Seek recognition and fix any problems
- Document and follow up
- Role model rounding as a Best Practice
- Not an audit but a conversation

MODEL FOR HIGH IMPACT ADOPTION

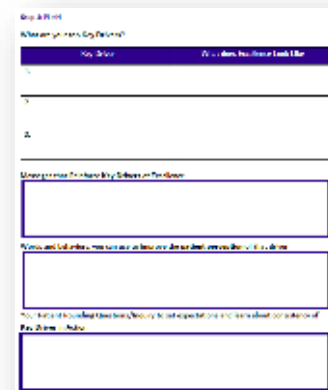
We recommend following a practice of Plan, Execute and Reflect. **Plan** affords the leader the opportunity to intentionally round based on staff's action plan and patient experience key drivers, **Execute** assures consistent practice to build relationships, and **Reflect**

creates the opportunity to ensure personal/team efficacy, accountability for follow up, and communication.



PLAN

- Identify 2 key drivers for your patient experience
- Engage staff in identifying action plan
- Build words and messages with your staff
- Get commitment to use identified words from staff
- Document and post the agreed upon words/messages/behaviors for all staff, every patient, every time
- Set up your messaging and rounding app/log to reflect the focus areas



Step 1: Plan
What are your key drivers?

Key Driver	How do you measure it?
1.	
2.	

What are your key messages/behaviors?

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What are your key words/phrases/behaviors?

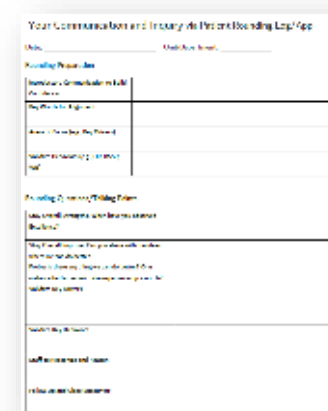
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What are your key actions/behaviors?

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EXECUTE

- Build your relationship with the patient
- Use rounding app and document
- Open with key communications... Remember relationship first
- Inquire when have we been Excellent?
- What are instances when we could have better served them?
- Target inquiry based on key drivers and action plan
- Seek recognitions
- Close with gratitude, summarize, and goals for excellence
- Guide your round and document feedback with a Patient Rounding Log



Your Communication and Inquiry for Patient Rounding Log App
Date: _____ Patient Name: _____

Rounding Process

Introduction & Relationship	Relationship
How did you feel about the patient?	
How did you feel about the patient?	
How did you feel about the patient?	

Rounding Process - Closing

Relationship	Relationship
How did you feel about the patient?	
How did you feel about the patient?	
How did you feel about the patient?	

Rounding Process - Summary

Relationship	Relationship
How did you feel about the patient?	
How did you feel about the patient?	
How did you feel about the patient?	

Rounding Process - Summary

Relationship	Relationship
How did you feel about the patient?	
How did you feel about the patient?	
How did you feel about the patient?	

REFLECT

- Planning at least 10-15 minutes for personal reflection following each round will allow you to assimilate learnings and act on commitments you have made
- What did I learn about the patient I rounded on?
- What did I observe about myself and others?
- What do I need to follow up on?
- What recognitions/coaching do I need to give?
- What do I need to do differently/the same?



Leader Self-Evaluation

Reflection	Commitment	Follow Up	Next Steps
1. Commitment to the patient			
2. Commitment to the patient			
3. Commitment to the patient			
4. Commitment to the patient			
5. Commitment to the patient			
6. Commitment to the patient			
7. Commitment to the patient			
8. Commitment to the patient			
9. Commitment to the patient			
10. Commitment to the patient			

My Key Takeaways

My Key Takeaways

ABOUT CARES®

CARES was designed by our Healthcare Experience Foundation team to create highly reliable patient experiences of care through behaviors. CARES is built to be something simple to remember, realistic to train and teach, easy to execute across your organization.



Our team was purposeful in the way it was designed so that every time you think of CARES. If you forget everything else and just remember CARES, you will be in a mindset of compassion and will already deliver 90% of a great patient experience.

CARES FOR PATIENT ROUNDING

Behaviors	Examples
C onfidence	First impression Manage yourself and organization up Build patient confidence to give feedback-make it safe
A nticipate Needs	Explain your goals for rounding and key messages that convey commitment to excellence What do you hope to ask about? Ask them if it is a good time
R espectful Communication	Verbal/non-verbal Ask them what has worked best since they arrived
E ngage in Process	Use Log and narrate questions Obtain specific examples
S ay Thank You/Safe Transition	Express gratitude for opportunity to care for him/her Summarize what was said and what you will do with the information Ensure safety for any matters shared that require attention Share importance of their participation in CAHPS survey

How We Support Your Patient Rounding and Experience Success?

At the Healthcare Experience Foundation, we work with organizations to establish and/or elevate cultures where leaders, staff, and physicians are trained, equipped and given resources to succeed. Utilizing our **Learn.Create.Realize** Methodology we can personalize a path for successful sustainable execution of effective Patient Rounding by leaders across the continuum of care.



Learn: Understand your current Patient Rounding and Action Planning processes and practices, as well as, current patient experience performance results.

Create: Build/enhance Patient Rounding processes and practices from Development to Skill/Process Validation, we will ensure your effort is yielding outcomes.

Realize: We will build and transfer a sustainable Patient Rounding structure, practices and processes.

Our team offers a variety of training and coaching solutions to support **Patient Rounding** success with both the practice and process including:

- Targeted improvement and training
- Coach Certification
- Speaking Engagements

For more information, please contact Barry Fleming at BFleming@prccustomresearch.com.